Revised 4/14/99 replaces 3/4/99 version

Process	***Refund Process***
Process Number	***AR - 012***

Description of Process

The end result of a refund process in PeopleSoft Receivables is the addition of an unposted voucher to voucher tables in the Accounts Payable system. This enables your payable system to create a payment for that customer. If order to use the automated feature of the refunds in PeopleSoft AR, both the AR customer table and the AP vendor table must be a the same Set ID. Vendors and Customers must maintain a one-to-one relationship for automatic handling of refunds in AR. This is not the case in this project, Vendors are at the State Set ID and Customer are at the Business Unit Set ID. **This all means that AR will handle refunds in a manual manner requiring communication between the AR and AP staff in each Agency.**

When a customer asks for a refund of an overpayment, the AR staff would provide customer information with the item id and refund amount to AP staff. The AP staff then enters customer information with the item id into the PeopleSoft AP system in order to issue a check to the customer.

Input to Process

Output of Process

Service Level Agreement Required? (if yes, provide a brief description)

PeopleSoft Panel Groups being Used

Function	Panel Group

Business Process Description

Process Description	Responsibility (Agency/Centralized)

Forms Used with Process (#)

Report #

Process Flow Diagram (if appropriate):

Process Signoff

Tested By
Date Tested